

Date: January 23, 2009

Alert Number: 0058

To: Personal Care Providers Requesting Prior Authorization via the ForwardHealth Portal

Re: Prior Authorization Requests for Personal Care Pro Re Nata Hours on the ForwardHealth Portal

Providers using the ForwardHealth Portal to request prior authorization (PA) for annual pro re nata (PRN) hours for personal care services may use the following tips to enter the number of units correctly. On the Service Information screen of the PA request, providers should enter this information into the following fields:

- Additional Service Code Description — Indicate that this line item is for PRN hours.
- Number of Weeks — Total number of weeks in a year (53).
- Units per Week — Total number of PRN units being requested.
- Quantity Requested — Total number of PRN units being requested.

Although the field descriptions ask for the number of units per week, PRN hours may be requested annually and PA requests with the total number of units entered into the “Units per Week” field and the “Quantity Requested” field will process correctly. The “Number of Weeks” field should always read “53” when the request is for annual PRN hours.

For example, a provider requesting 96 PRN units per year for personal care services would enter the following information in the following fields on the Service Information screen of the Portal PA request:

- Additional Service Code Description — PRN hours.
- Number of Weeks — 53.
- Units per Week — 96.
- Quantity Requested — 96.

This example is also pictured on the next page.

Informational

Submit New PA - Microsoft Internet Explorer provided by LDS COL

http://localhost:NP/Portal/Prior%20Authorization/Submit%20New%20PA/hsid105/Default.aspx

File Edit View Favorites Tools Help

Submit New PA

ForwardHealth
Wisconsin serving you

interChange
Provider

Welcome Ade Lincoln - January 20, 2009 3:13 PM
[Logout](#)

Home Search Providers Managed Care Partners Trading Partners Account **Prior Authorization** Trade Files Claims Enrollment Contact Information Provider Certification Directory Search Online Handbooks

Recipient Portal Admin Security Max Fee Search Max Fee Results Certification TestAccessWebService TextWisSecWisWebService Max Fee Home Page Max Fee Home Interchange Home Page Web Home Page ds

ManualCertPDF Express Child Wizard ExpressChildPrintPDF Express Women Wizard Casualty Recovery Drug Search Admin Coversheet Updates And Handbooks Admin Host

You are logged in with NPI: 1234567890 Taxonomy Number: 0987654321 Zip Code: 55555 Financial Payer: Medicaid

Search

LeftPane

Initial Information Member Information Service Information

Service Information

Required fields are indicated with an asterisk (*).

Primary Diagnosis Code* [Search] Primary Diag Description

Secondary Diagnosis Code [Search] Secondary Diag Description

Requested Start Date 01/20/2009 Requesting Provider Signature*

Line Items

Line Item	Provider ID	Service Code	Modifiers	Quantity	Charge
01				0	\$0.00
Total:					\$0.00

Select row to update/delete -or- enter new line item information and select Add

Line Item 01

Rendering Provider ID [Search] (if blank, will default to Billing Provider)

Rendering Provider Taxonomy

Service Code Type* [v] (After choosing, move off field, and wait for Service Code field to appear)

Service Code Description

Additional Service Code Description PRN hours

Number of Weeks* 53

Units per Week* 96

Modifiers

Place of Service

Patient Location

Quantity Requested* 96

Charge* \$0.00

Add Q Cancel

F-110106 (10/08)
HPS 106.02(4), Wis. Admin. Code

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Test

Done

Local intranet 100%

Please call Provider Services at (800) 947-9627 if you have any questions.

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